

REMARKS

The objection to claim 26 was cured by an appropriate amendment in the last response.

With respect to the enablement objection, it is noted that the claim calls for automatically providing information to remotely access the web page. Thus, the idea is that information is provided to assist in remotely accessing the web page. This is explained on page 3, lines 1-5. The web server 20 provides a web page for viewing on a client 12 and the help server 22 assists the user of the client 12 with problems the user may have in understanding or using a different web page. Thus, the whole aim of the chat session is to enable the user to get the information the user needs to access the web page.

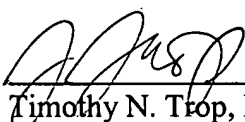
The accessing of the web page information is explained at page 4. At line 18, it is explained that, in response to the selection of the help icon, a client agent, resident on the client 12, intercepts the Internet web page information, such as its uniform resource locator. The client agent may then forward information about the client, the web page, and the uniform resource locator to help server 22. The help server receives the help request and determines whether the request is an appropriate request for the help server to handle.

Thus, there is support in the specification for the limitation of claim 1 addressed in the office action.

Since the office action provides no more information about the Examiner's position on Price, the Applicant incorporates his previous response.

Respectfully submitted,

Date: May 14, 2004



Timothy N. Trop, Reg. No. 28,994
TROP, PRUNER & HU, P.C.
8554 Katy Freeway, Ste. 100
Houston, TX 77024
713/468-8880 [Phone]
713/468-8883 [Fax]